

**DEPARTMENT OF SOCIAL AND HEALTH SERVICES
MEDICAL ASSISTANCE ADMINISTRATION
OLYMPIA WA**

To: ADATSA Assessment Agencies
ADATSA Treatment Providers
Pregnant and Parenting Women Residential Facilities
Youth Residential Facilities
Healthy Options Plans

Memorandum No.: 02-83 MAA
Issued: November 21, 2002
For more information, call:
1-800-562-6188

From: Douglas S. Porter, Secretary
Medical Assistance Administration

Kenneth D. Stark, Director
Division of Alcohol and Substance Abuse

Subject: **Coordination of Medicaid Coverage for Healthy Options Clients Temporarily Residing In Chemical Dependency Treatment Facilities**

The purpose of this memorandum is to give providers an updated protocol to follow when a Healthy Options client enters a residential treatment facility for chemical dependency.

When a Healthy Options client is admitted to a residential chemical dependency treatment facility, the receiving facility must ensure the client's medical coverage remains in effect by following the protocol in this numbered memorandum. This memorandum replaces MAA's previous instructions published in a July 22, 1996 memorandum titled, Medicaid Coverage for Healthy Options Clients Utilizing Chemically Dependency Treatment Services.

Protocol for When a Healthy Options Client Enters a Residential Treatment Facility

1. Staff from the residential facility must contact the client's Healthy Options plan by calling the enrollee contact number listed on the client's DSHS Medical ID card to determine:
 - a) If the residential facility **is located** in the plan's contracted service area. In this case, the Healthy Options contract requires that the plan cover the enrollee for all medically necessary services. The client, parent, or guardian, will need to select an appropriate primary care provider (PCP) from the local area. The residential facility must determine how to refer the client for medical care while in treatment.

- b) If the residential facility **is not located** in the plan's contracted service area. In this case, the Healthy Options contract requires that the plan cover only urgent and emergent care. To ensure ongoing access to medical care, the residential facility staff must contact MAA's Exemption, Disenrollment, and Complaint Unit (EDC) to request that the enrollee be disenrolled from Healthy Options. The disenrollment from Healthy Options would be effective beginning the following month and for the duration of the client's stay at the facility. Medical care for the client would then be reimbursed through fee-for-service.
2. To request the client's disenrollment from the Healthy Options plan, residential facility staff must contact MAA's EDC unit at 1-800-794-4360.

EDC staff will request the following information:

 - The client's full name, birth date, Social Security Number, or DSHS case number;
 - If the client has been receiving medical coverage as a member of a family, the location of the family during the treatment period;
 - The location of the residential treatment facility; and
 - The anticipated length of treatment and the client's residence upon return completion of treatment.
3. Upon the client's discharge from residential treatment, residential facility staff must notify MAA's EDC unit at 1-800-794-4360 as soon as possible of the discharge. Also as part of the discharge process, the residential treatment facility should have the client, parent, or guardian contact MAA's Healthy Options enrollment staff at 1-800-562-3022 to confirm the client's new address and telephone number on file.
4. If the client cannot wait until the following month to receive medical care, residential staff may request an exception from EDC to the timeframe for removing a client from the HO program. The request must specify the medical needs of the client and why the plan cannot provide the care. The request will be referred to MAA's Exception Case Management staff and a review done by a clinical staff member.
5. If the client unexpectedly leaves treatment, the residential treatment staff must contact MAA's EDC unit at 1-800-794-4360 to inform them that the client is no longer in treatment.

Note: The client and/or parent guardian must sign any necessary documentation and be present during all telephone conferences to express his/her desire regarding health care choices.

cc: County Chemical Dependency Coordinators
DASA Regional Administrators
DASA Management Team
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CSD Regional Administrators
DSHS/MAA/DCS Exception Case Management
DSHS/MAA/DPS Managed Care Contracts Management



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